1. Information is simply a collection of raw facts such as an employee number or the total hours worked in a week.

a. True

b. False

2. Data represents real-world things including raw facts such as image and audio data.

a. True

b. False

3. A set of random or unrelated tasks performed to achieve a definite outcome is called a process.

a. True

b. False

4. The term *data* is used to label raw facts such as height and weight of a patient.

a. True

b. False

5. Using a computer to forecast future sales and order more inventory before a shortage can occur is an example of information system feedback.

a. True

b. False

6. A computer-based information system (CBIS) is a single set of hardware, databases, networks, people, and procedures configured to collect, manipulate, store, and process data into information, but the CBIS does not include software.

a. True

b. False

7. Components of a computer-based information system include people such as the CIO (chief information officer) and end-users.

a. True

b. False

8. Increasingly, companies are no longer incorporating computer-based information systems into their products and services.

a. True

b. False

9. An example of the concept of feedback is a factory information system that is programmed to alert the manager if there is any decrease in productivity so the manager can take corrective steps to improve productivity.

a. True

b. False

10. ​Either system software or application software, but not both, are needed for all types of computers.

a. True

b. False

11. Application software, such as Microsoft Word, manages basic computer operations such as start-up.

a. True

b. False

12. QuickBooks is an accounting application used by many large, multinational organizations.

a. True

b. False

13. Organizations invest heavily in information systems to improve customer service.

a. True

b. False

14. The World Wide Web (WWW) is a network of links on the Internet to documents containing text, graphics, video, and sound, but does not offer cloud computing capabilities.

a. True

b. False

15. An intranet is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company’s extranet.

a. True

b. False

16. Since the 1950s, computers have been used to perform common business applications.

a. True

b. False

17. When you buy books from another consumer through an online auction site such as eBay.com, you are involved in e-commerce.

a. True

b. False

18. Mobile commerce (m-commerce) is the use of mobile, wireless devices to place orders and conduct business.

a. True

b. False

19. A database is essential to the operation of a computer-based information system.

a. True

b. False

20. Electronic business (e-business) goes beyond e-commerce and e-procurement by using information systems and the Internet to perform business-related tasks and functions.

a. True

b. False

21. When a customer buys products using the company's website, it results in transactions that are recorded for later use by management information systems*.*

a. True

b. False

22. A management information system (MIS) is exactly the same as a transaction processing system (TPS); the two terms can be used interchangeably.

a. True

b. False

23. Systems development projects should always be outsourced in order to allow an organization to focus on what it does best.

a. True

b. False

24. Usability and user-interface design are key factors in delivering apps that business users will adopt and use.

a. True

b. False

25. When an organization uses cloud computing, they do not have to buy and maintain expensive hardware.

a. True

b. False

26. Another name for the World Wide Web is the Internet of Things.​

a. True

b. False

27. When a business finds that many of its business applications have to be updated or rewritten, it will be better if they replace them with an ERP system.

a. True

b. False

28. If a hotel wishes to determine where to spend resources on renovations - on interior decor or on curb appeal or on recreational facilities - they would use business intelligence to make the decision.

a. True

b. False

29. Natural language processing involves the computer interacting in natural languages - like spoken English.

a. True

b. False

30. Cybercriminals are hackers who try to steal business information or government data related to a nation's infrastructure, all for personal gain.

a. True

b. False

31. The process of defining relationships among data to create useful information requires \_\_\_\_\_\_.

a. an information system

b. a formal education

c. knowledge

d. intuition

32. A clothing store chain tracks the sale of each product at each location. Managers use this information to calculate the organization's profits, to track inventory needs, and to determine which styles and fabrics are the most popular among its customers. This is an example of quality information that is \_\_\_\_\_\_\_\_\_\_\_.

a. flexible

b. economical

c. relevant

d. verifiable

33. The value of information is directly linked to how it helps decision makers achieve their organization’s \_\_\_\_\_.

a. cost/profit target

b. goals

c. cost reduction initiatives

d. customer satisfaction levels

34. In terms of information systems, Wikipedia would be an example of \_\_\_\_\_\_\_\_\_.

a. a personal IS

b. a group IS

c. an enterprise IS

d. an organizational complement

35. Which of the following is NOT an organizational complement?

a. well-trained workers

b. system support

c. new decision rights

d. familiar processes

36. All of the following are functions of a knowledge management system EXCEPT:

a. storing and retrieving knowledge.

b. improving collaboration.

c. locating knowledge sources.

d. designing information systems.

37. Which of the following does not is NOT an application software?

a. Quicken

b. Android

c. SAP

d. QuickBooks

38. When the IS organization and its resources are focused on efforts that support the key objectives defined in the managers' strategic plan for the business, the organization is in \_\_\_\_\_\_\_\_\_.

a. alignment

b. compliance

c. development

d. construction

39. Federal Express (FedEx) was one of the first large companies to empower customers to serve themselves at their convenience through the use of \_\_\_\_\_.

a. a corporate extranet

b. personal assistants

c. automated customer service

d. a mobile app

40. \_\_\_\_\_ is/are considered to be the most important element in computer-based information systems.

a. Bandwidth

b. Software applications

c. Standard operating procedures

d. People

41. Information systems applications help sales and marketing professionals with all of the following EXCEPT \_\_\_\_\_\_\_\_\_\_.

a. developing new goods and services

b. computer-assisted manufacturing

c. determining advertising approaches

d. ​setting prices

42. \_\_\_\_\_ are people who work directly with information systems to get results.

a. System analysts

b. Database administrators

c. System developers

d. End users

43. Which of the following, (1) money deposited in a bank account, (2) student recording her answer to a question in an online test, (3) customer adding an item to the online shopping cart, are considered  transactions in an information system?

a. All of them

b. 1 and 3 only

c. 1 only

d. None of them

44. A system that provides monthly production figures for a manager at manufacturing facility is considered a(n) \_\_\_\_\_\_\_\_\_\_.

a. decision support system (DSS)

b. management information system (MIS)

c. enterprise resource planning (ERP) system

d. transaction processing system (TPS)

45. A(n) \_\_\_\_\_ can replace many applications with one unified set of programs, making the system easier to use and more effective.

a. materials resource planning system

b. management information system

c. enterprise resource planning system

d. decision support system

46. Suppose a small manufacturing business wishes to have a system to manage all its vital business operations, they should go for a(n) \_\_\_\_\_\_\_.

a. decision support system

b. transaction processing system

c. management information system

d. enterprise resource planning (ERP) system

47. Ongoing research conducted by the Standish Group shows that \_\_\_\_% of very large, multimillion dollar software projects fail or are challenged.

a. ​23

b. 47

c. ​78

d. ​94

48. To keep information beyond reach of unauthorized users, is to keep the information \_\_\_\_\_.

a. secure

b. economical

c. simple

d. verifiable

49. Suppose an oil exploration company wishes to collect, codify,  and store *knowledge* that is used in the organization, they should use \_\_\_\_\_\_\_.

a. ​a virtual reality system

b. ​an expert system

c. a transaction processing system

d. ​a knowledge management system

50. Over the next few years, it is expected that many organizations will focus on projects that \_\_\_\_\_\_\_\_\_.

a. ​take advantage of cloud computing

b. apply analytics to large amounts of business data.

c. create more mobile applications for their customers and employees

d. ​all of these answers

51. Finn designs and sells screen-printed t-shirts. He is reviewing sales data from previous years to decide which colors are the most popular, and would therefore be the best investments for his next batch of t-shirts. This is an example of \_\_\_\_\_\_\_\_\_.

a. business analytics

b. a management information system

c. data science

d. all of these answers

52. Sara Beth and Taylor have developed a new software that they plan to distribute for free, allowing other software professionals to study, change, and improved it. Their software is an example of \_\_\_\_\_\_\_\_\_.

a. an app

b. an operating system

c. ​a simulation system

d. open source software

53. The Internet of Things connects wireless identifiable objects \_\_\_\_\_\_\_\_.

a. with each other

b. to their owners

c. with a central server

d. all of these

54. When an organization wants to develop a new information system to meet its needs, it can \_\_\_\_\_\_\_\_\_.

a. buy software off the shelf

b. build a custom application

c. ​choose a software service provider

d. all of these answers

55. ​Harrison works at a nationally known grocery store chain. He is analyzing sales data from the past five years to determine which low-selling products should be discontinued. Harrison is most likely a(n) \_\_\_\_\_\_\_\_.

a. ​data scientist

b. end user

c. knowledge worker

d. top executive

56. ​Calligraph Publishing Company has created a system for storing every piece of data about every one of its books, both those that have already published and those that are still in production. The production team can input and access information about each book's format, editors can specify which procedures are in use, salespeople can input and access information about each book's sales history and availability, and even some external partners are allowed to access some data. This is an example of a(n) \_\_\_\_\_\_\_\_\_\_.

a. ​database

b. ​knowledge management system

c. ​management information system

d. ​group information system

57. Authoritarian regimes sometimes limit citizens' access to certain Websites, reject the use of certain keywords in search engine searches, and track and monitor the Internet activities of individuals, which are all forms of \_\_\_\_\_\_\_\_\_\_\_.

a. cybercrime

b. ​cyberoppression

c. cyberterrorism

d. censorship

58. ​Last week Jake and Gina used their computer programming skills to illegally gain access to a local veterinary clinic's customer database. They stole the customers' names, addresses, and credit card numbers, and they're now using this information to purchase things from the Internet. Jake and Gina are \_\_\_\_\_\_\_\_\_.

a. ​end users

b. ​cyberterrorists

c. ​cybercriminals

d. ​all of these

59. All of the following are examples of ethical issues related to data and information systems EXCEPT \_\_\_\_\_\_\_\_\_.

a. job losses due to humanlike technologies

b. invasion of privacy through technology

c. the cost of system development

d. freedom of expression vs. censorship

60. \_\_\_\_\_ is the awareness and understanding of a set of information and the ways that information can be made useful to support a specific task or reach a decision.

61. For each type of IS (personal, group, enterprise), there are \_\_\_\_\_ that must be in place to ensure successful implementation and use of the system.

62. An information system that improves the productivity of individual users in performing stand-alone tasks is called a(n) \_\_\_\_\_.

63. One zettabyte is \_\_\_\_\_ exabytes of data.

64. The \_\_\_\_\_ is the world’s largest computer network consisting of thousands of interconnected networks, all freely exchanging information.

65. With \_\_\_\_\_\_, a service provider organization owns and manages the hardware, software, networking, and storage devices, with cloud user organizations (called tenants) accessing slices of shared resources via the Internet. ​

66. The technology used to create the Internet is also being applied within companies and organizations to create \_\_\_\_\_, which allow people within an organization to exchange information and work on projects.

67. Specialized information systems include a wide range of artificial intelligence systems that can simulate \_\_\_\_ intelligence processes.

68. Dylan was engaging in \_\_\_\_\_\_\_ when he used his credit card to purchase a new snowboard from a website on the Internet.

69. ​A(n) \_\_\_\_\_ is an organized collection of facts and information, typically consisting of two or more related data files.

70. A(n) \_\_\_\_\_ is a set of integrated programs that manages the vital business operations for an entire multisite, global organization.

71. A(n) \_\_\_\_\_ is an organized collection of people, procedures, software, databases, and devices that provides routine information to managers and decision makers.

72. \_\_\_\_\_ is a strategy by which an organization determinedly and systematically gathers, organizes, stores, analyzes, and shares its collective knowledge and experience.

73. \_\_\_\_\_ is the activity of building information systems to meet users' needs.

74. All of the hardware, software, databases, networks, people, and procedures that are configured to collect, manipulate, store, and process data into information is referred to as an organization's \_\_\_\_\_.​

75. \_\_\_\_\_\_\_\_\_\_\_\_ is a network based on Web technologies that allows selected outsiders, such as business partners and customers, to access authorized resources of a company’s intranet.

76. Over time, decision support systems, executive information systems, online analytical processing, business intelligence, and business analytics have gained in capabilities and expanded in scope to add new functionality, but all have had the same goal: deriving the most \_\_\_\_\_ from the data available.

77. A \_\_\_\_\_\_ is a temporary endeavor undertaken to create a unique product, service, or result.

78. The process used to obtain the information system resources needed to provide the services necessary to meet a specific set of \_\_\_\_\_\_\_, no matter how broad or narrow, is known as system acquisition.

79. \_\_\_\_\_ is the principle that Internet service providers should be required to treat all Internet traffic running over their wired and wireless broadband networks the same, without favoring content from some sources and/or blocking or slowing content from others.

80. The gulf between those who do and do not have access to modern information and communications technology is described as the \_\_\_\_\_.

81. Briefly distinguish among data, information, and knowledge.

82. Describe the three types of Information Systems, and then list the organizational complements that ensure the success of these systems.

83. Distinguish between the Internet and the Web.

84. Explain how the concept of ethics relates to information systems, and provide several examples of ethical dilemmas.

85. Explain the difference between business intelligence and business analytics, and explain why they are important to an organization.​

Answers:

1. b.

2. a.

3. b.

4. a.

5. b.

6. b.

7. a.

8. b.

9. a.

10. b.

11. b.

12. b.

13. a.

14. b.

15. b.

16. a.

17. a.

18. a.

19. a.

20. a.

21. a.

22. b.

23. b.

24. a.

25. a.

26. b.

27. b.

28. a.

29. a.

30. b.

31. c.

32. a.

33. b.

34. b.

35. d.

36. d.

37. b.

38. a.

39. a.

40. d.

41. b.

42. d.

43. a.

44. b.

45. c.

46. d.

47. d.

48. a.

49. d.

50. d.

51. a.

52. d.

53. d.

54. d.

55. a.

56. b.

57. d.

58. c.

59. c.

60. a. Knowledge

61. a. organizational complements

62. a. personal IS

63. a. 1,000

64. a. Internet

65. a. cloud computing

 b. Cloud Computing

 c. public cloud computing

66. a. intranets

67. a. human

68. a. electronic commerce (e-commerce)

 b. electronic commerce

 c. e-commerce

 d. ecommerce

69. a. database

70. a. enterprise resource planning (ERP) system

 b. enterprise resource planning system

 c. ERP system

71. a. management information system (MIS)

 b. management information system

 c. MIS

72. a. Knowledge management

73. a. Systems development

74. a. technology infrastructure

75. a. extranet

76. a. value

77. a. project

78. a. needs

79. a. net neutrality

 b. Net neutrality

80. a. digital divide

81.

82.

83.

84.

85.